

From: George Morino/=TMS/Toyota.
To: [-] Kathy Wachs/=Lexus/Toyota@Toyota.
Cc: [-] .
Bcc: [-] .
Subject: Re: Two Questions.

Hi Kathy:

When replacements are available we are only giving the driver's side? Not Lexus-like.
I thought if we gave the customer a whole new set, it would be more difficult to recover the driver's side set.
Also, not very environmentally friendly to take a perfectly good mat and throw it away.

What do you think? Do we need to still give them a whole new set?

How does a dealer file for reimbursement if a refund is provided?
We asked TMC to provide us an operation code. The dealer would have to file an SSC claim against the VIN. That would mark the VIN completed and the owner would not get a second notice. We are trying to find out how CAD is recovering the current mats in dealer inventory to see if we can piggy back on that to recover the mats (or even if it's worth it).

This is a very very very early Region/Dealer Letter. There's still alot of pieces missing, so please don't share.

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Kathy Wachs/Lexus/Toyota
09/19/2007 09:42 AM
To George Morino/TMS/Toyota@Toyota
cc
Subject Two Questions

When replacements are available we are only giving the driver's side? Not Lexus-like.

How does a dealer file for reimbursement if a refund is provided?

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